

Chapter 13

Client Service Category Codes

13.1 Authority: Sec 103(a) Rehabilitation Act as Amended. 34 CFR 361.48

13.2 Policy

USOR has established client service category codes in compliance with Rehabilitation Services Administration reporting requirements. The VR Counselor should use the appropriate client service category code when including paid or unpaid services in the IPE, when authorizing for paid services, and when summarizing provided paid and unpaid services on the closure 911 screen.

13.3 Pre-Employment Transition Services for Students with Disabilities

Under the Workforce Innovation and Opportunities Act (WIOA), state vocational rehabilitation agencies must use 15 percent of their allotted funds for the provision of Pre-Employment Transition Services. These services include:

- A. Job Exploration Counseling**, which may include Work Strategy Assessments, Academic Assessments and Vocational Counseling and Guidance.
- B. Work-Based Learning Experiences**, which may include in-school and after-school opportunities and experiences outside of the traditional school settings. Examples of Work-Based Learning Experiences include On-the-Job Trainings, Apprenticeships, Internships, Summer Work Experiences, Work-Based Trainings, Job Search Assistance, Job Placement Assistance, On-the-Job Supports and Customized Employment.
- C. Counseling on Post-Secondary Opportunities**, which may include Vocational Counseling and Guidance and Academic Assessments.
- D. Workplace Readiness Training** for the development of social skills and independent living skills. This may include Job Readiness Training and Life Skills Training.
- E. Training on Self-Advocacy**, which may also include Peer Mentoring, Self-Determination Training and Life Skills Training.

For the provision of Pre-Employment Transition Services the VR Counselor must use the service codes designated for students with disabilities.

- A. USOR classifies a **Student with a Disability** as:
 - 1. An individual, at age 16 through 21, who is eligible for and receiving Special Education, or related services in accordance with the Rehabilitation Act and the Individuals with Disabilities Education Improvement Act (IDEA), or
 - 2. An individual, at age 16 through 21, with a disability as defined under Section 504 of the Rehabilitation Act.
- B. Upon individual's 22nd birthday, he or she would no longer meet this student definition. The VR Counselor may still provide Pre-Employment Transition Services, however, the service codes for adults would be used.

13.4 Assessment

CODE	DESCRIPTION
01.1	Medical Assessments
01.2	Psychological Assessments
01.3	Dental Assessments
01.4	Vision Related Assessments
01.5	Work Strategy Assessments
01.6	Academic Assessments
01.7	AT Related Assessments
01.8	Work Strategy and Academic Assessments for Students with Disabilities
01.9	Fees for records and all other assessments

POLICY: To the maximum extent appropriate and within the professional discretion of the VR Counselor, existing information shall be used for eligibility determination and assessment services [PL 105-220 Sec 102(a)(4)]. It is the intent of Congress that VR utilize existing documentation that accurately describes the current functioning of the applicant for eligibility determination. VR Counselors will evaluate existing documentation on a client by client basis to determine utility of existing documentation particularly in cases of individuals whose disabilities are permanent or chronic. Ref: (P38 SR103-357). If existing information is not available or is found to be inadequate or inappropriate VR Counselors should proceed in purchasing necessary diagnostic and/or evaluative information. **See Section 13.3 for the definition of Students with Disabilities.**

13.5 Restoration

CODE	DESCRIPTION
02.1	Medical Treatments (except medication & surgeries)
02.2	Psychological Treatments (except medications)
02.3	Dentistry (include dentures)
02.4	Vision Related Treatment
02.5	Medications
02.6	Surgeries (include anesthesia and hospitalization)
02.9	All other diagnosis and treatment

POLICY: Physical and mental restoration services require inclusion in a signed Individualized Plan for Employment (IPE). Exceptions to this requirement can be found in Client Service Memorandum 2012-01. The services are conditioned on financial need and the availability of comparable services and benefits (exception would be extreme medical risk - see Chapter 9) for the accepted client as well as the client under trial work experience. It is recommended VR

Counselors staff requests for surgical treatment with medical consultants. VR Counselors should also consult Chapter 14 before authorizing any service in this section.

13.6 Vocational Rehabilitation Counseling & Guidance

CODE	DESCRIPTION
03.1	Vocational Rehabilitation Counseling & Guidance
03.2	Vocational Rehabilitation Counseling & Guidance for Students w/ Disabilities

POLICY: Vocational rehabilitation counseling and guidance is a core USOR service provided to every client by their qualified VR Counselor and should be included in the IPE. This entails services above and beyond the minimum case management relationship between the client and VR Counselor. VR Counselors are required to document the vocational rehabilitation counseling and guidance provided during the life of the case. The DRIVE Notes Model is the USOR preferred method of documenting VR Counseling & Guidance. These activities may include but are not limited to: guidance on research into options available, information and referral on those options in order to enable the client to make informed choices; clinical counseling interventions during counseling sessions including disability awareness and adjustment, providing labor market information, discussion of strengths and weaknesses, and planning for the provision of other interventions leading to informed client choice and employment. This service category may also include the purchasing of such services from a qualified vocational rehabilitation professional not employed by USOR. **See Section 13.3 for the definition of Students with Disabilities.**

13.7 Vocational Training

CODE	DESCRIPTION
04.1	Graduate College or University Training
05.1	Four Year College or University Training
06.1	Junior or Community College Training
07.1	Occupational or Vocational Training
08.1	On-the-Job Training
08.2	On-the-Job Training for Students w/ Disabilities
09.1	Apprenticeship Training
09.2	Apprenticeship Training for Students w/ Disabilities
10.1	Basic Academic Remedial or Literacy Training
10.2	Basic Academic Remedial or Literacy Training for Students w/ Disabilities
11.1	Job Readiness Training
11.2	Job Readiness Training for Students w/ Disabilities
12.1	Disability-Related Skills Training
12.2	Disability-Related Skills Training for Students w/ Disabilities

- 13.1 Miscellaneous Training
- 13.2 Miscellaneous Training for Students w/ Disabilities

POLICY: In accordance with 34 CFR 361.48 (f) NO training at an institution of higher education may be paid for with VR funds unless maximum efforts have been made by the individual to secure grant assistance in whole or in part from other sources. (PELL Grant) The provision of training, (including books and supplies), requires determination of financial need. An IPE is required before any training program can be initiated. VR Counselors are authorized to approve IPEs within limits specified under their authority in Chapter 12. Beyond that level of authority a service recommendation will be required to obtain the appropriate level of supervisory consultation. To the maximum extent feasible training will be purchased from public institutions and programs. Ref. (34 CFR 361.39)

Circumstances for Possible Exceptions:

- a. Specific training is not available at public institutions.
- b. Available public/community resource is greater distance than 50 mile radius from client.
- c. Both public and private resources are available and client, through informed choice, chooses private institution with the understanding USOR will pay only up to the cost of public institution/program.
- d. If determined to be in the best interest of the client and the agency.

To the maximum extent possible, training will be purchased from institutions and programs within the State of Utah. Out of state training may be approved if the training cannot be secured in-state or if some definite reason can be given to justify the out-of-state course. In each case, out-of-state training must have an explanation of the individual needs of the client for the service and the specific approval of the Field Service Coordinator. In selecting an out-of-state school, the experience of the rehabilitation agency in the state in which the school is located should be solicited. See CSM Chapter 12, Section 13.B for additional guidance on the provision of out-of-state training.

Many occupations in Utah require licenses under the Division of Occupational and Professional Licensing (DOPL). Each one has specific stipulations which could prevent an individual from obtaining a particular license. Licensing information can be found at <http://www.dopl.utah.gov/>. It is USOR expectation that VR Counselors assist their clients in exploring the information specific to their vocational goal before the client exercises "informed choice" of employment outcome and the IPE is finalized and signed. **See Section 13.3 for the definition of Students with Disabilities.**

13.8 Job Placement & Supports

CODE	DESCRIPTION
14.1	Job Search Assistance
14.2	Job Search Assistance for Students w/ Disabilities
15.1	Job Placement Assistance
15.2	Job Placement Assistance for Students w/ Disabilities

- 16.1 On-the-Job Supports - Short Term
- 16.2 On-the-Job Supports - Short Term for Students w/ Disabilities
- 17.1 On-the-Job Supports - Supported Employment
- 17.2 On-the-Job Supports - Supported Employment for Students w/ Disabilities

POLICY: Service category codes in this section are used when USOR is providing job search, placement, and job coaching services in the IPE. This would include Supported Employment (SE), Supported Job Based Training (SJBT), Job Preparation and Placement, and Choose to Work (CTW). See Chapter 22 for JPP and SJBT and Chapter 30 for SE.

13.9 Transportation

CODE	DESCRIPTION
18.1	Vehicle purchases & repairs (include tires)
18.9	All other transportation (include gas, bus pass)

POLICY: VR Counselors are responsible for following USOR Transportation Policy located in Chapter 29 and State of Utah Purchasing Policy found in Chapter 12 of the Client Service Manual. VR Counselors are encouraged to consult with the DRS Purchasing Agent and the supervisory chain of command throughout this process as needed. **See Section 13.3 for the definition of Students with Disabilities.**

13.10 Maintenance

CODE	DESCRIPTION
19.1	Child Care
19.9	All other Maintenance (food, clothing, shelter)

POLICY: Services under this section may only be provided in support of other VR services such as training, employment, etc. The VR Counselor must document what other VR service in the IPE is being supported by services coded as maintenance under this section.

13.11 Rehabilitation Technology

CODE	DESCRIPTION
20.1	Artificial limbs evaluation & purchase
20.2	Hearing Aids
20.3	Wheelchairs evaluation & purchase
20.4	Vehicle/Driving evaluation & modifications
20.5	Home/Environmental evaluation & modifications
20.9	Other (include eye glasses)

POLICY: VR Counselors should refer to Chapter 23 and Chapter 12 of the Client Service Manual.

13.12 Other Services

CODE	DESCRIPTION
21.1	Reader Services
22.1	Interpreter Services
23.1	Personal Attendant Services
24.1	Technical Assistance Services
25.1	Information & Referral Services
26.1	Benefits Counseling
27.1	Customized Employment Services
27.2	Customized Employment Services for Students w/ Disabilities
28.1	Self-Employment tools, equipment, licenses, initial stock
28.2	All other services including tools, equipment, licenses supplies related to the vocational goal for Students with Disabilities
28.9	All other services including tools, equipment, licenses supplies related to the vocational goal

POLICY: See Section 13.3 for the definition of Students with Disabilities.

Appendix 13-B

05/01/12

On the Job Training/ Worksite Based Training Policy

On-the-job-training (OJT), or Worksite Based Training (WBT), as a rehabilitation service, is a program of specific and organized training under actual conditions of employment in which the rehabilitation client/trainee learns the skills and tasks necessary to do the job from his/her employer/trainer. An OJT/WBT should be viewed by rehabilitation counselors and clients as a viable option to obtain specific vocational skills, gain experience that builds the client/trainee's resume, exposes the client/trainee to a potential employer, and establishes a viable employment reference leading to meaningful successful employment. The employer/trainer must be able to competently teach the employee/trainee the essential job tasks, relate positively to the employee/trainee, fill out monthly progress reports, and submit monthly billing statements to the rehabilitation counselor. In a WBT the employer/trainer must be willing and able to provide future employment references as the employee/trainee seeks employment consistent with the Worksite Based Training.

In an OJT, the training should be intensive at first and then fade out over a period of time as specified in the OJT/WBT agreement with a reasonable expectation that upon successful completion the employee/trainee will be offered employment with the employer/trainer. In a WBT, the training should be intensive at first and then fade out over a period of time as specified in the OJT/WBT agreement without the reasonable expectation that the training will result in a job offer with the employer/trainer but is expected to provide the skills, experience, and employment reference that may lead to employment in the field with another employer. (An example of a completed Form USOR-84, OJT/WBT Agreement, is included in this chapter as Appendix 13-B1).

In an OJT/WBT the client/trainee is hired for the job and receives a wage from the employer/trainer. USOR pays the employer/trainer a training fee for the training services provided. The OJT/WBT fee, training period length, and payment schedule are matters of negotiation and agreement between the rehabilitation counselor and employer/trainer. The training length and fees vary according to the skill level requirements of the job, the needs of the employer/trainer and client/trainee, among other factors. A trial OJT/WBT arrangement may be developed if this is in the best interests of the client/trainee and/or employer/trainer. In a trial OJT/WBT, the employer/trainer must provide worker insurance coverage and a wage to the employee/trainee similar to a regular OJT/WBT arrangement and USOR pays a training fee.

In general, basic criteria for establishing an OJT/WBT arrangement/placement includes the following:

- A. An assessment which supports a specific vocational goal;
- B. Documentation of the counselor's justification of the OJT/WBT intermediate objective;
- C. An evaluation of the client's potential for training and/or placement;
- D. An inventory of the specific job skills and tasks to be taught;
- E. A statement of the qualifications of the employer/trainer; and
- F. An OJT/WBT agreement (Form USOR-84) that is completed and signed by the employer/trainer, the client, and the VR Counselor.

The VR Counselor should also be prepared to provide the employer/trainer with information regarding other services that may be provided by the agency such as ADA consultation, tax credits (WOTC), assistive technology, accessibility studies, etc., if these services can help facilitate a successful OJT/WBT arrangement.

The VR Counselor should make every effort to utilize comparable services and benefits to fund OJT/WBT programs on behalf of the client. On-the-Job-Training/ Worksite Based Training is not intended to replace or eliminate other types of training programs available to counselors for rehabilitation clients. Care must be taken, however, to avoid duplication of other training options available to the client. For example, it is not appropriate to authorize for SE/SJBT services while a client is on an OJT program if the job coach is also training the client at the job site.

Additional general guidelines for establishing OJT/WBT programs include the following:

A. Employer Eligibility

1. Insofar as the VR Counselor is able to reasonably determine, employer/trainers should be established in the community and have a reputation of fair treatment of employees.
2. Employer/trainers must not be in violation of existing state and federal labor laws as verified by contact with the Industrial Commission.
3. Employer/trainers must be willing to pay wages to the client during his/her training program (minimum wage regulations will generally apply).
4. Employer/trainers must be willing to cover the client's social security, worker's compensation, or other appropriate insurance coverage, and fringe benefits normally provided to other employees in similarly situation positions.
5. Employer/trainers should be appropriately staffed and equipped to provide training and instruction as specified in the OJT/WBT Agreement (Form USOR-84) and be willing to submit a monthly progress report (Form USOR-72) on the client to the VR Counselor.
6. In the case of an OJT the employer/trainer should demonstrate a sincere willingness to hire the client/trainee upon successful completion of the OJT program.
7. In the case of a WBT the employer/trainer should be willing and able to provide employment references for the trainee upon successful completion of the training program to support the trainee's job search efforts.

B. Trainee Wages and Benefits:

Clients participating in OJT/WBT programs will normally be paid a wage and provided fringe benefits commensurate with the entry level for the position or job for which they are being trained consistent with other similarly situated employees. Minimum wage requirements will generally apply. Special provisions and/or exceptions to this policy should be fully understood and agreed to by the employer/trainer, client, and counselor and must be reflected in the OJT/WBT Agreement. An exception to the minimum wage requirements, for example, may be made in the case of individuals who are so severely disabled that they are unable to engage in competitive employment. In these cases, counselors will follow Department of Labor regulations (DOL publications number 1297, and number 1316, Part 524).

C. Cost Code: The cost code for costs associated with OJT/WBT programs is 326.

D. OJT/WBT Fees and Authorization Levels:

The OJT/WBT fee amounts and payment schedule is a matter of negotiation and agreement between the rehabilitation counselor and the employer/trainer. The training fee and schedule varies according to the skill level requirements of the job and the needs of the employer/trainer and client. Currently VR Counselors may authorize fees up to \$5000 per OJT/WBT plan and Counseling Supervisors up to \$8,000,

and District Directors are approved to authorize up to \$10,000 per OJT/WBT plan. OJT/WBT plans in excess of \$10,001 must be approved by a Field Service Director. (Consult Appendix 12-A.)

E. Length of OJT/WBT Programs:

The time frame for an OJT/WBT program will be an item for discussion and negotiation between the rehabilitation counselor and employer/trainer. Factors to be considered include:

1. The level of skills necessary to meet entry level requirements of the job;
2. The amount of training and/or experience the client has upon entry into the OJT/WBT program; and
3. The capabilities and limitations of the client.

In general, OJT/WBT programs usually range from 3 to 6 months. An OJT/WBT program that exceeds 1 year must be approved by the Counseling Supervisor/District Director, and OJT/WBT programs exceeding 1 year should be consulted on by the Field Service Director.

F. OJT/WBT Termination:

An OJT/WBT program can be terminated by the employer/trainer and VR Counselor. Examples of rationale for terminating an OJT/WBT program include the client being ready to accept employment on a regular basis, the client being unable or unwilling to complete the program, or the employer/trainer being unable or unwilling to continue the program, etc. The reasons for the termination of the program should be documented in the client record.

G. Counselor Follow-up:

VR Counselors are responsible to periodically review the client's progress by means of job site visits and employer/trainer contacts. The employer/trainer must submit monthly progress reports (Form USOR-72) to the VR Counselor. It is recommended that the VR Counselor visit the OJT/WBT site as often as needed, with visits being made more often during the early stages of the program.

H. Equipment and Other Support Services:

USOR may provide equipment, tools, clothing, transportation, supplies, and other services necessary to the success of the OJT/WBT program for the client. However, VR Counselors should avoid purchasing equipment, tools, or supplies that the employer/trainer regularly provides to similarly situated employees.

I. Client Record Documentation:

The client record should include all forms and correspondence relating to the client's OJT/WBT program. Documentation includes forms USOR-84 and USOR-72 (see Appendix 13-B1 and Appendix 13-B2 for examples of these forms), R-11's, letters, and other correspondence regarding the client's OJT/WBT performance and outcome. Form USOR-84 should be signed and dated by the employer/trainer, VR Counselor, and client/trainee. Form USOR-72 must be signed and dated by the employer/trainer and sent to the VR Counselor at least monthly.

J. Client Responsibilities:

The client is responsible for contacting the VR Counselor at least monthly while in an OJT/WBT program. Frequent and open communication has shown to facilitate the likelihood of a more positive OJT/WBT experience for both the client/trainee and employer/trainer. The client is also responsible for providing the VR Counselor with information that reflects a change in his/her situation that may affect continued eligibility for participation in an OJT/WBT program.

K. BEP Program:

An exception to the agency OJT/WBT policy is the Business Enterprise Program (BEP) administered by the Division of Services for the Blind and Visually Impaired (DSBVI). In this program, on-the-job training/worksite training experience for new blind vendors will cover a period of at least eight (8) weeks, rotated at two or three existing BEP facilities. This phase of the BEP training program will be arranged for by the client/trainee's VR Counselor in consultation with the BEP supervisor. The manager/trainer will receive an established weekly training fee paid by the Division of Services for the Visually Impaired.

Forms:

USOR-84 signed and dated by the employer/trainer, rehabilitation counselor, and client/trainee.

USOR-72 signed and dated by the employer/trainer and sent to the rehabilitation counselor at least monthly.

Appendix 13 B-1 (On the Job Training/ Worksite Based Training Agreement)

Appendix 13 B-2 (On the Job Training/ Worksite Based Training Progress Report)

R-11 Letter

APPENDIX 13-B1



USOR-84
(Rev. 05/12)

UTAH STATE OFFICE OF REHABILITATION
ON-THE-JOB TRAINING (OJT)/ Worksite Based Training (WBT) AGREEMENT

This OJT/WBT Agreement specifies the services to be provided by the employer and the Utah State Office of Rehabilitation (USOR) in establishing an OJT/WBT program for:

1. Client/Trainee Information:

Client/Trainee Name: _____
Address: _____
Home Phone: _____
Alternate Phone: _____
E-mail Address: _____

2. VR Counselor Information:

Counselor Name: _____
Office Address: _____
Office Phone: _____
Fax Number: _____
E-mail Address: _____

3. Employer Information:

Employer Name: _____
Address: _____
Office Phone: _____
Fax Number: _____
OJT Supervisor/Trainer: _____
E-mail Address: _____

4. Training and Occupational Information:

Dates

Knowledge/Skills/Abilities to be taught

5. Employer Expectations:

The employer agrees to:

- A. Provide training for the client as outlined in number 4 above.
- B. Pay trainee's wages as follows:
(Note: The payment amount and schedule should be at least commensurate with the prevailing wage for the position within the organization)
- C. Employer/trainers must be willing to cover the client's social security, worker's compensation, or other appropriate insurance coverage, and fringe benefits normally

provided to other employees.

- D. Employer/trainers will submit written training progress reports as negotiated (Form USOR-72) on the client/trainee to the VR Counselor.
- E. Employer/trainers will submit billing to the VR Counselor at the end of each month or as needed for reimbursement for training costs.
(Example: 100 hours OJT @\$7.25 per hour = \$725.00)
- F. The employer agrees to hire the trainee upon successful completion of the OJT program if a position is available.

6. Utah State Office of Rehabilitation (USOR) Expectations:

The USOR VR Counselor agrees to:

- A. Pay the employer/trainer a negotiated training fee as follows:
- B. When appropriate, furnish equipment, tools, and supplies that are required by the client/trainee for training and/or employment.
- C. Provide technical assistance, counseling, support, and follow-up to the employer and/or client/trainee in resolving problems that may arise during the period of training.

7. Client/Trainee Expectations:

The client/trainee agrees to:

- A. Learn and understand the policies and procedures of the employer/company.
- B. Follow the training schedule (as provided in this agreement).
- C. Learn the knowledge, skills, and abilities identified in this agreement.
- D. Maintain open communication at least monthly (or as necessary) with his/her employer/trainer and VR Counselor while in the OJT program.
- E. Report immediately to the employer/trainer and VR Counselor any circumstances that might affect continued eligibility in the OJT program (e.g. illness, change of address).

This agreement may be terminated at any time by the employer/trainer, VR Counselor, and/or client/trainee.

Employer/Trainer Signature

Date

Client/Trainee Signature

Date

VR Counselor Signature

Date

Cc: Employer
Client
VR Counselor

USOR-72

APPENDIX 13-B2

Utah State Office of Rehabilitation

ON-THE-JOB TRAINING PROGRESS REPORT
(To be completed monthly)*

Provider Name & Address: ABC PLUMBING 244 SPRUCE LAYTON UT 82749		Return Completed Form To: CHARLES ANDERSON 2984 N 400 W SUITE A LAYTON UT 84041		
Consumer Name: LINDSAY SMITH				
Reporting Period:	From: 6/1/09		To: 7/1/09	
Was the individual late for scheduled activities in this reporting period? X Yes <input type="checkbox"/> No If yes, how often? ONCE				
Did the individual have unexcused absences in this reporting period? <input type="checkbox"/> Yes X No If yes, how often?				
	Excellent	Good	Average	Poor
Quality of Work	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Rate of Progress	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Ability to Get Along With Others	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Personal Appearance & Hygiene	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Learning Ability	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Attitude	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Comments: PROGRESSING WELL, LEARNING TASKS, COULD PAY MORE ATTENTION TO APPEARANCE, DID HAVE ONE ARGUMENT WITH ANOTHER WORKER				
Are there any changes needed to training schedule? If yes, explain. NO SHOULD BE ABLE TO FINISH IN SCHEDULE AGREED UPON				
How many additional hours of training do you believe are needed? MAYBE 20				
Provider Signature ADAM SMART	Provider Title TRAINING SUPERVISOR		Date Signed 7/8/09	

